

# **Outbound Routing Guide**

The intention of this guide is to demonstrate, by example, some of the common things end users want done with Outbound Routing. Don't forget that new routes need to be added to a Class of Service before the extensions will see them as a valid outbound route.

#### Block Calls

In this example, the end user wants to block their users from dialing 1900 numbers. I would add a route and configure it as in the image below. Configured as such, this subroute will be selected for any 11 digit numbers starting with the pattern 1900, and since there are no trunks assigned as paths for the call to take, anyone dialing this number will get a busy tone back.

Route Name	Block 900		
Route Type	1+ Dialing (11 Di	gits) 💌	
Number	900		
Trunks:		Up Dn Add TwoD	Strip Digits Prefix Digits otFortyEight ❤
Disable Ext Cl	D Override	Delete	<b>v</b>
Override Default CID(name)		no	v
Override CID Name			
Override Default CID(number)		no	*
Override CID Number			

#### Utility Routes

In this example, the end user wants to be able to dial a 4 digit code from any phone that will dial out to a particular PSTN, and has multiple codes that should dial different numbers. I would create a new Parent route, and build subroutes off of the parent for each Utility Route. The first image below is the parent, and the other image is the child. In this example, the utility codes will be in the 6000 range.

Edit Outbound F	Route				
Route Name	Utility Parent				
Route Type	New Route	~			
				1	
Start Pattern		6X			
Digits		4		]	
Exact Length		Yes 💌			
Subroute Digits	3	3			
Subroute Offse	t	1			
Trunks:	~	Up		Strip Digits	
		Dn		Prefix Digits	
		Add te	st 💌		
	~	Delete			
Disable Ext Cll	D Override	n	0 💌		
Override Default CID(name)		n	0 🔽		
Override CID Name					
Override Default CID(number)		n	0 💌		
Override CID Number					

\*Note there are no trunks set. This is because this is the Parent route that does not have any particular code or phone number that will be dialed out. Those will be handled with the Children built as subroutes off of the parent.

	<b>D</b> 4-		
Edit Outbound I	Route		
Route Name	Utility Child		
Route Type	Utility Parent		
Number	002		
Trunks:	test 📥	Up Strip Digits	
		Dn Prefix Digits	
		Add test 💌	
	~	Delete	
Disable Ext Cl	D Override	no 💌	
Override Defau	lt CID(name)	no 💌	
Override CID N	ame		
Override Defau	lt CID(number)	no 💌	
Override CID N	umber		
Save Changes			
	1		

\*For the Child subroute, the number will be the last 3 digits of the code the user dials. For any trunks you add to the route, you must be sure to set Strip Digits to 4 (removes the dialed code) and to set Prefix Digits to the number you want dialed out the lines when the 4 digit code is dialed from an extension.

### Least Cost Routing

In this example, the end user has multiple providers in different regions, and wants dialed calls to use the most cost effective trunk when dialing out. The first image represents your standard 1+ (11 Digit) dialing route just as it appears on the system by default. This image shows Subroute Offset = 1 (ignores the first digit dialed, this case being the 1 for a long distance number) and Subroute Digits = 3 (after ignoring the first digit from subroute offset, this reads the next 3 digits (area code) in the dialed string and compares them to any subroutes created). Below that will be a subroute that specifically routes calls dialed to the 941 area code through a different, more cost efficient trunk.

Route Name	1+ Dialing (11 D	igits)	
Route Type	1+ Dialing (11 D	Digits) 💌	
Start Pattern		1N	
Digits		11	]
Exact Length		Yes 💌	
Subroute Digits		3	]
Subroute Offset		1	]
Trunks:	Analog1 📩 Analog2	Up Dn Add Analog1 Y	Strip Digits
	~	Delete	_

\*Note that the normal 11 Digit route is using analog 1 and analog 2 for trunks.

Route Name	Area Code 941		
Route Type	1+ Dialing (11 Dig	gits) 💌	
Number	941		
Trunks:	gateway 🔨	Up Dn Add Analog1 V Delete	Strip Digits 4

\*Note that this subroute has gateway set as the trunk. In this example, gateway is a different Provider that is in the 941 area code, making it so that the number (originally dialed as 19413062200) only needs to be dialed out as a 7 digit local number. Due to this, you can see that the trunk has had Strip Digits set to 4, removing the first 4 digits in the string (1941) before dialing out the trunk.

## Information 411/1411

If you would like callers to have the ability to use Information Service provided by your carrier then you must configure the route. If they must dial 411 to get information then you will need to configure a route for 411. To do this configure a route as below,

Edit Outbound I	Route		
Route Name	Information		
Route Type	Information	*	
Start Pattern		411	
Digits		3	
Exact Length		Yes 💌	
Subroute Digits		-1	
Subroute Offset		0	
Trunks:	~	Up Dn Add Analog1 v Delete	Strip Digits